

Customer Service Report for the Cabling Infrastructure



For the period: Thursday, February 01, 2007 12:00:00 AM to Wednesday, February 28, 2007 11:59:59 PM

SnapShot : 3/1/2007 6:06:06 AM

	CREATED				ASSIGNED/PENDING/ CHECKED-OUT			CLOSED			AVG MIN
	DCS	VCM	Web	Other	DCS	VCM	Other	DCS	VCM	Other	To Close
Telecommunications											
Billing	0	0	0	1	0	0	0	0	0	1	0
Calling Card	2	0	0	0	0	0	0	1	0	1	16
Cell Phones	1	0	0	2	0	0	0	0	0	3	60
Circuits	2	0	0	0	0	0	1	1	0	0	2
Conferencing	13	0	0	0	0	0	1	7	0	5	6
DELPRO	5	9	0	266	0	54	142	5	38	41	0
General Info	37	1	0	9	2	1	4	31	1	8	10
New Request/Termination	1	0	0	0	0	0	0	0	0	1	0
NIH Directory	0	0	0	31	0	0	29	0	0	2	0
Operator Services	1	0	0	0	0	0	0	0	0	1	0
Phones/Accessories	37	0	0	110	0	24	28	28	40	27	4
Repair	4	0	0	0	0	0	1	1	0	2	5
Repairs	49	0	0	3	0	0	1	46	0	5	6
Residential Services	0	0	0	1	0	0	1	0	0	0	0
Training	0	0	0	7	0	0	4	0	0	3	0
TSR	50	0	0	449	0	20	203	42	19	215	0

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Verizon Phone Book	1	0	0	0	0	0	0	1	0	0	9
Voice Mail	35	0	0	5	0	0	1	32	0	7	5
Web Work	0	0	0	15	0	0	3	0	0	12	0
Grand Total:	238	10	0	899	2	99	419	195	98	334	2

Total Tickets Closed: 627

Total Tickets Assigned/Pending/Checked Out: 520

Total Tickets Created: 1147